

Disability Support Services e-newsletter

No. 69 May 2018

ISSN 2253-1386

From Toni Atkinson Group Manager Disability Support Services



Welcome to the May edition of our disability newsletter. It's hard to believe we are nearly halfway through the year!

In April we held our Consumer Consortium meeting. This meeting is held over three days with people from a range of organisations that represent people with a disability. I was pleased to attend a presentation by William Luskie, a consumer consortium member who talked about his experience moving out of residential care and into a flat of his own. It was shocking to hear from William how little control he had over his life in a residential service and his struggle to make his own choices on how and where he wanted to live. It was a timely reminder to us all that the Community Residential Strategy is about how we change this experience for all the future 'Williams'.

We are also making progress on our other strategy work – Whāia te ao Mārama (Māori Disability Action Plan), Faiva Ora (Pasifika Disability Action Plan) and Transforming Respite. These documents are on the Ministry's website, health.govt.nz if you would like to understand more about the strategy work we are doing over the coming year.

May is a busy time for us as we work to land our budget for 2018/19. Trying to meet growing demand pressures, particularly for equipment, respite and behaviour support, and responding to wider cost pressures across the sector continues to be an ongoing challenge.

We are excited about the progress that is being made on System Transformation. You can find out more in this newsletter and by accessing the Enabling Good Lives website www.enablinggoodlives.co.nz

Please take the time to read about developments in Disability Support Services. We are always happy to receive your feedback.

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A Reminder to Our Providers

Christchurch

Hannah Perry, Enabling Good Lives Lead, Ministry of Health

Kia ora koutou. The Enabling Good Lives Christchurch team continue to meet young people who are leaving school this year to help them and their families to plan for and build connections for a great life in a welcoming community.

As young people transition from school, their teachers and supporters are encouraging flexibility which, for many students, will result in less time in the classroom and more time in the community as the year progresses.

I had the pleasure of attending an individual education plan meeting recently, where I saw the principles of Enabling Good Lives in action. The young woman was encouraged to take a leadership role within her school, and her views and ideas were asked for and actioned throughout the meeting. The focus was for her to use her final year at school to gain the credits she needs for the further education she is hoping to pursue. Her perspective was sought over the best use of her teacher aide hours, and there was emphasis on making sure that any decisions made promoted the young woman's social inclusion, sense of belonging and enhanced her mana both within and beyond the school environment. She was encouraged to extend herself, to aim high and to believe in herself as it was clear to everyone in the room that she was very capable.

Our annual Next Steps Expo was held in April, and showed how 38 service providers and community groups worked together to plan and run the event. Special thanks must go to Rawdon Wallace from IDEA Services for his oversight and organisation. Collaboration was evident on the day. As we learnt more about what others had to offer, we were able to suggest and create alternative options and possibilities. For example, 'instead of always having residential respite in a group home, perhaps you could use that same funding and go for a mini-break supported by the organisation at the next table!'

The highlight of the event was the young entrepreneurs who were selling their products and creations: Kate from Kate's Art Shed, Tamara from Pure Delight Aromatherapy and Olivia from Live Life Creatively (look them up on Facebook and place some orders!).



Kate from Kate's Art Shed



Tamara from Pure Delight Aromatherapy





Olivia from Live Life Creatively



Something Delicious

The social enterprise Something Delicious kept us all well fed. I can't think of a better way to showcase what is possible, and I know that many of the attendees and their families will have taken inspiration and encouragement from these young people.

Waikato

Kate Cosgriff, Director, Enabling Good Lives Waikato

There are now 318 disabled people and families engaged in Enabling Good Lives Waikato, with 264 people with a personal budget in place. The great majority of people manage their own funding and are flexibly buying the supports, services and items that make sense for them.

A highlight in early February was a visit from Minister Sepuloni and local Hamilton MP Jamie Strange. The Minister met with the leadership group, the lead evaluator, the director and three participants. Minister Sepuloni was particularly interested in how Enabling Good Lives works on the ground and what the impact has been for the disabled people and family she met with. It was a positive visit and the Enabling Good Lives participants really enjoyed meeting the Minister. We also had a visit from Paula Tesoriero, the Disability Rights Commissioner, who also really enjoyed meeting people participating in Enabling Good Lives.

The Waikato team continues to contribute to the system transformation work, including participating in several working groups and virtual testing groups and responding to a wide range of queries from both the transformation team and stakeholders in MidCentral. It is exciting to see developments and their alignment with Enabling Good Lives.

A number of new videos have been made or are in development and are on the Enabling Good Lives website www.enablinggoodlives.co.nz. The video posted in February incorporated our kaumātua, Matua Tame Pokaia, talking about the important concepts of mana and manaaki, followed by three people sharing their Enabling Good Lives experiences.

Demand for Enabling Good Lives Waikato remains high. Quite a number are young people who want to create positive futures as young adults. The flexibility offered by Enabling Good Lives has supported many young people to build a great life after school.



Recent feedback received from a young person and his family:

Sam: 'It's been cool, I'm glad I have things to do this year.'

Sam's mum: 'It has been fantastic. I wish I had heard of Enabling Good Lives sooner, before what happened at school, it could have all been avoided . . . it meets what we actually need and want with Sam's life.'

And feedback from a dad who is raising his children on his own. This feedback was at his 12-month catch up, as he was thinking back on his teenage daughter's first year with Enabling Good Lives:

'I'm 100 percent better in myself. I'm not exhausted at the end of the year, like I've been other years and am not stressed. I've been sleeping better for the past 4 months.'

System Transformation

Sacha O'Dea, Programme Lead, Ministry of Health

There is excitement among the system transformation team that the Government has given the go-ahead to trial the new disability support system.

It will be launched on 1 October 2018, initially in MidCentral, which includes Palmerston North, Horowhenua, Manawatu, Ōtaki and Tararua districts.

The funding of \$23.842 million over two years is to implement the new system and to continue the demonstrations in Christchurch and Waikato.

Its features include:

- being welcomed into the system and finding out information in multiple ways
- access to a connector who will walk alongside disabled people and whānau to help them identify what they want in their lives, and the supports available
- easy-to-use information and processes
- connected support across government
- streamlined funding and allocation, including access to a personal budget to be used flexibly
- capability funding for disabled people and whānau to build their skills
- greater system accountability for disabled people and whānau.

There will be a try, learn and adjust approach when the new system is up and running in MidCentral. Feedback from disabled people and whānau will help improve and finalise the system before it is rolled out across New Zealand. Decisions on the final model and expansion will be sought from Cabinet in 2020.

For disabled people and whānau in MidCentral, whatever support they are getting on 30 September 2018, they will have on 1 October 2018. There will be no change until either they contact somebody in the new system, ie, a connector or disability information specialist, or disabled people and whānau are contacted on their regular review date.





Members of the disability sector meet Ministers Sepuloni and Genter in Palmerston North.

At that point, the connector will work with disabled people and whānau to identify the supports they require to live the life they are seeking. Even then, if disabled people and whānau like the supports they are getting, they can continue to receive them.

Two teams

For a long time, we have heard there is a real need to keep the Connector role, an ally who can walk alongside disabled people and families, separate from funding decisions. To do this, there will be two teams. One will be about the front face and connecting with disabled people and whānau. This will be a new team made up of connectors and a network builder, which will be established within the Ministry of Health.

The second, the back office team, will be made up of government liaisons, disability information specialists and business and administration roles. This team will be delivered and led by Enable, the current NASC, and there have been questions as to why it is continuing to be involved. This is a temporary and practical step ahead of the set-up of the future organisation. Decisions about the future options for this organisation will be developed for the Ministers' consideration.

Providers

There have been questions from providers about whether they will still have contracts. Providers will have contracts; either individual contracts with disabled people and their whānau or with the Ministry for those disabled people and whānau who do not wish to be on an individual agreement.

This is what we think might happen and will be tested.

- A high number of disabled people are expected to choose to continue with government-contracted supports, at least to begin with.
- We expect the number of disabled people who choose to make major changes to their support to be between 10 and 30 percent of the disabled population by the end of two years.
- As well, a number of support types are unlikely to be wholly purchased through personal budgets. The details of how those supports will be purchased are being developed for Cabinet decisions in June. Those mixed models of funding will be made available once those decisions have been made.



Looking forward

There is still a lot to do before the new system is launched. There is work on market shaping, brand and identity, tax treatment, early intervention, monitoring and evaluation, and developing funding allocation, process and tools. The first phase of information on funding allocation is out for virtual testing, and if you would like to participate, please contact us at STfeedback@moh.govt.nz

Spotlight on Quality

Annual audit and developmental evaluation programme

Christina Curd, Senior Advisor, Ministry of Health

Developmental evaluations and audits provide useful information for both Disability Support Services and providers to support the continuous quality improvement of their services and to keep the focus on ensuring quality of life outcomes are achieved for disabled people.

The audit and developmental evaluation programme is carried out annually by Disability Support Services. The programme makes sure DSS-funded providers are meeting their contractual obligations and that disabled people are receiving quality services. It also identifies developmental opportunities for improvement for providers, DSS and the wider health sector. The programme covers a routine sample of all DSS-funded services.

DSS may also carry out issues-based audits as necessary. As much as possible, we strive to reduce the compliance burden on providers by coordinating with the HealthCERT audit programme and the MSD accreditation programme.

Who does the audits and developmental evaluations?

DSS contracts with four independent agencies to carry out the developmental evaluations and audits:

- Enhancing Quality Services (EQS)
- Standards and Monitoring Services (SAMS)
- Margaret Wylie
- Dr Aloma Parker.

Agencies are allocated audits or developmental evaluations based on their location, skills and knowledge. For more information on auditors and evaluators, please see www.health.govt.nz/our-work/disability-services/contracting-and-working-disability-support-services/audit-and-evaluation-disability-service-providers/developmental-evaluation-disability-support-services/about-lead-developmental-evaluators

If you have been involved with a DSS-funded audit or developmental evaluation, we are keen to hear your feedback about our evaluation agencies. Please email your feedback to disability@moh.govt.nz





Where can I find the developmental evaluation and audit reports?

For services that are certified under the HealthCERT programme (residential services with five or more beds in a house) the Ministry publishes the summary reports resulting from midpoint developmental evaluations. Evaluation summary reports fully protect the rights and confidentiality of all people in the disability service evaluated. The midpoint summary reports can be read at www.health.govt.nz/our-work/disability-services/contracting-and-working-disability-support-services/audit-and-evaluation-disability-service-providers/developmental-evaluation-disability-support-services

For all other reports, please contact the relevant provider.

DSS Project Updates

Transforming Respite

Deborah Mills, Development Manager, Ministry of Health

In April 2018, we published a report on the disability respite market. This publication helps current and prospective providers of respite support and services to better understand the characteristics of the respite market in each region and areas of expected demand.

As part of implementing the respite strategy, we would like to see a diverse range of respite options available, so that disabled people and their families/whānau have a choice of both mainstream and disability specific services and family and community support.

We are encouraging mainstream and disability-specific providers and non-governmental organisations to work with disabled people, families/whānau and community groups to design innovative respite solutions in response to local demand.

The report is on our website: www.health.govt.nz/publication/disability-respite-market

If you would like any further information, please email respitestrategy@moh.govt.nz

Whāia Te Ao Mārama 2018 to 2022: The Māori Disability Action Plan

Jason Moses, Senior Advisor Maori, Ministry of Health

Whāia Te Ao Mārama is a culturally anchored approach to supporting Māori with disabilities (tāngata whaikaha) and their whānau because Māori are more likely to be disabled in New Zealand than other ethnicities.

Most tāngata whaikaha identify as Māori first, so access to Te Ao Māori (the Māori world) is important to them.



←
The previous version of the plan, Whāia Te Ao Mārama 2012 to 2017, led to changes that improved outcomes for tāngata whaikaha and their whānau. While much has been achieved between 2012 and 2017, improving outcomes for tāngata whaikaha and their whānau remains an important priority.

Whāia Te Ao Mārama:

- supports tāngata whaikaha to achieve their aspirations and to reduce the barriers they face
- builds on the foundation, vision and outcomes of Whāia Te Ao Mārama 2012 to 2017
- outlines progress and changes since 2012
- documents goals and actions for 2018 to 2022
- was developed in partnership with Māori disability stakeholders and with the oversight and endorsement of Te Ao Mārama: the Māori Disability Advisory Group.

Whāia Te Ao Mārama recognises that everyone must work together to achieve the vision – tāngata whaikaha pursue a good life with support. It outlines what the Ministry is committing to do from 2018 to 2022 and provides examples of actions tāngata whaikaha, whānau, health and disability providers, iwi and other organisations can take.

Whāia Te Ao Mārama 2018 to 2022: The Māori Disability Action Plan is on the Ministry website: www.health.govt.nz/publication/whaia-te-ao-marama-2018-2022-maori-disability-action-plan

Purchasing Guidelines

Murray Penman, Development Manager, Ministry of Health

The Ministry of Health Purchasing Guidelines have been revised and a new version is on the Ministry website: www.health.govt.nz/publication/what-people-can-buy-disability-funding-ministry-health-purchasing-guidelines

These Purchasing Guidelines are used for:

- Enhanced Individualised Funding – available in the Bay of Plenty region
- Choice in Community Living – available in Auckland, Waikato, Hutt and Otago/Southland regions
- Enabling Good Lives Christchurch demonstration.

The revised Purchasing Guidelines now have four criteria. People can use funding to purchase supports that:

1. help people live their life or makes their life better
2. are a disability support
3. are reasonable and cost effective
4. are not subject to a limit or exclusion, for example, illegal activity.

Training for Choice in Community Living providers, Flexible Disability Supports providers, host providers and NASCs is being held this month.

Kapa haka leaders call in the experts

Kapa Haka enthusiasts from all over the country flew into Auckland in December last year for a master class in Māori performing arts.

Around 70 IHC/IDEA services staff and kiritaki (Māori service users) spent a day at Te Manukanuka o Hoturoa Marae at Auckland airport polishing their performance skills ahead of an IDEA Services national kapa haka festival being held later this year.

A key concept within Whāia Te Ao Mārama 2018 to 2022 is 'Te Ao Māori', which sets a vision that tāngata whaikaha Māori (Māori people with disabilities) have access to Te Ao Māori, which includes being active in whanau, hapū and iwi including hui, tangihanga, iwi development and celebrations.

Te Anga Paua Kapa Haka Symposium, the master class, organised by the IDEA Services Māori Advisory Committee, was supported by leading national kapa haka experts Te Matatini and early childhood leadership programme Rukumoana Te Kohanga Reo.

Annette Wehi from Te Matatini told Māori TV's Te Kāea: 'Their goal is to perform on the Te Matatini stage. We all know how difficult that is, but there's no harm in trying.'

Taki Peeke, Kaitakawaenga (IDEA Services Māori Advisor), says kapa haka is an important part of connecting people with disabilities with their Māori culture. 'We are using kapa haka as the vehicle to drive it,' he told Te Kāea.

Northern Region General Manager Vonny Davis says 'kapa haka opens the door for people to their Māoritanga. It's kapa haka that has kept and retained the history and culture'.

The majority of IDEA Services staff and kiritaki have never had formal teaching of kapa haka, but they see their peers and whānau performing on stage and television and many want to take part. At the same time, many cultural festivals



James Riini (left) and Kris Roguski hold the taonga that carries the mauri for the IDEA Services kapa haka festivals and is passed on from area to area. James works as a Support Worker for IDEA Services in Eastern Bay/Whakatane and Kris is a service user living in Rotorua.



Annette Wehi from Te Matatini leads one of the sessions.





have strong expectations on items that need to be performed, and performing on stage in front of audiences from 500 to 5000 people can be a hugely daunting experience for our kiritaki.

Participants in the December symposium were shown how to teach and deliver mōteatea (chant), waiata-ā-ringa (action song), poi, haka and waiata tira (choral), and stagecraft. Workshops also focused on composition of kupu (words) and taki (beat) appropriate to the learning ability of people with disabilities. The sessions were filmed to share with groups all over the country.

The plan is to have a national festival every two years, alternating with regional festivals. Regional and national IDEA Services kapa haka festivals will be non-competitive and designed to support kiritaki to participate and improve their capability with performances.

Anywhere between 800 and 1000 are expected to attend the national festival in Hamilton in December this year. ‘We know the interest is out there with other providers,’ Vonny says.

Mahi Rawe

Te Pou o te Whakaaro Nui is proud to be progressing work on Mahi Rawe, a programme that aims to increase diversity in the disability workforce so more disabled people can be supported by people of a similar age and cultural background to them.

To promote career pathways to prospective entrants to the disability workforce, Te Pou is developing a series of online courses aimed at supporting jobseekers to build the skills and knowledge they need.

Once jobseekers have completed the online courses, they will have the opportunity to reflect on their confidence and work readiness and identify roles in the workforce that will suit them the most.

One of the courses, developed in partnership with leading experts and thought leaders, The 7 Real Skills will support job seekers to develop the seven essential skills under the Let’s Get Real: Disability framework – New Zealand’s flagship disability workforce quality initiative.

Let’s Get Real: Disability sets out the essential attitudes, values, skills and knowledge needed by everyone who works in disability. It aims to support the disability workforce to better meet the needs and aspirations of disabled people, their carers, families and whānau, now and in the future.

Working in the disability sector is an incredibly rewarding career, and The 7 Real Skills will support job seekers to reflect on all the potential opportunities.



From left Jade Farrar, Te Pou Strategic Disability Advisor shooting a video for The 7 Real Skills with Elena Fa’amoe-Timoteo (MV Consulting), Fatima Akehurst (Pacific Services Co-ordinator, Blind Foundation) and Helen Robertshaw (General Manager Vocational Services, Framework Trust).





The 7 Real Skills will include videos of discussions with disability sector leaders that will give life to Let's Get Real: Disability as they share the importance of each skill from both personal and professional perspectives.

The videos, developed in partnership with disabled persons and whānau with the support of Youthline Manukau, will also address common stigmas around working in the disability sector by sharing positive stories of community success and career development. They will demonstrate to younger people the opportunities that exist within the disability sector, not only from an economic standpoint but also in terms of learning and development.

Te Pou will keep the sector informed of further progress on the Mahi Rawe programme over the coming months. For further information, please contact Manase Lua, Te Pou Disability and Pacific Workforce Manager at Manase.Lua@tepou.co.nz

Upcoming Disability Events

ASID NZ 2018 Conference

Australasian Society for Intellectual Disability

The ASID NZ 2018 Conference is being held at Rydges Hotel in Wellington on 2 and 3 July. The theme of the conference is: 'Responding to the call – Building partnerships that enrich lives'.

The keynote speakers are:

- Judge Andrew Beecroft – Children's Commissioner
- Dr Sheridan Forster (Australia) – speech pathologist and researcher focussing on how to maintain contact with people who may not use or understand speech
- Dr Martyn Matthews (NZ) – specialist in intellectual disability and autism
- Sarah Letch – BILD (UK) – specialist educator in positive behaviour support (TBC).

ASID aims to improve the quality of life for people with an intellectual disability by promoting evidence based practice. ASID conferences are a great place to keep up to date with the latest in the New Zealand intellectuality disability sector and also to develop relationships with others involved in the sector.



International Initiative for Disability Leadership Network Meeting

Every 18 months, the International Initiative for Disability Leadership (IIDL) hosts a network meeting and exchange in association with its sister body in Mental Health (IIMHL). This year, the meeting and exchange is being held in Stockholm, Sweden, for the first time, on 28 May to 2 June 2018.

New Zealand is a sponsoring country of IIDL, and many disability sector leaders have had the opportunity to attend these network meetings and exchanges in different countries around the world.

This year's theme is Building Bridges Beyond Borders. Attendance at the meeting and matches is free for New Zealand participants.

If you would like more information on this event, you can access the website at:
www.iimhl.se

A Reminder to Our Providers

Vulnerable Children Act 2014: Safety Check by 1 July 2018

Lara Penman, Manager Quality, Ministry of Health

The Vulnerable Children Act 2014 (the Act) introduced measures to ensure that children are better protected from abuse and neglect both in their homes and in the community. The Act requires all paid employees and contractors who work with children for state-funded organisations to be safety checked. The requirements also apply to people doing unpaid work with children as part of an educational or vocational training course (eg, trainees or students). The purpose of the safety check is to protect children and to keep them safe from harm. All existing core workers will need to have this safety check by 1 July 2018.

A detailed letter is being emailed to all DSS providers this week, outlining what is required and to provide some guidance on the process for getting children's workers checked by 1 July 2018.

Contact Disability Support Services

Email: disability@moh.govt.nz Phone: 0800 DSD MOH (0800 373 664)

Web: www.health.govt.nz/disability

To be added to or removed from the email list for this newsletter, please email disability@moh.govt.nz